

DELAWARE'S VOLUNTEER CONSUMER ADVOCATE PROGRAM

The Consumer Protection Unit of the Attorney General's Office is responsible for the investigation of consumer complaints and the enforcement of consumer laws. We provide an important service to Delaware citizens who are victims of fraud. Volunteers will be working hands on with fellow Delaware citizens. In many cases, a volunteer may be the initial contact for many consumers.

★ ★ ★ ★ ★ ★ ★ ★

Volunteers will:

- Interview consumers over the phone, in person and respond to complaints received over the internet.
- Process complaints by entering data into our computer system, refer consumers to necessary resources, or make a recommendation that our office handle the complaint directly.
- Assist with initial mediation of consumer complaints
- Work with Special Investigators and Deputy Attorneys General on consumer cases



**ATTORNEY GENERAL
CARL C. DANBERG**

**For More Information about
Volunteering, contact:**

STATE OF DELAWARE DEPARTMENT OF JUSTICE

To volunteer in New Castle County:
820 N. French St.
5th floor
Wilmington, DE 19801
Phone: (302) 577-8600

To volunteer in Sussex County:
114 E. Market St.
Georgetown, DE 19947
Phone: (302) 856-5353

Or visit the Attorney General's website:

www.state.de.us/attgen/

VOLUNTEER CONSUMER ADVOCATE PROGRAM



**ATTORNEY GENERAL
STATE OF DELAWARE**

**Fraud and Consumer
Protection Division**

The Consumer Protection Unit is part of the State Department of Justice Fraud and Consumer Protection Division. The Division was created by Attorney General Brady, and is comprised of the following Units: Consumer Protection, Securities, Fraud in Government Programs and Special Investigations.

The Consumer Protection Unit is responsible for investigating consumer complaints and enforcing consumer laws, including the Consumer Fraud Act and the Deceptive Trade Practices Act. It is responsible for initiating both civil and criminal prosecution against violators of consumer protection laws. Both businesses and consumers rely upon the consumer protection unit for help with a variety of consumer issues. The unit also provides informal mediation services in an effort to resolve disputes without litigation. Another important objective of the Consumer Protection Unit is providing community outreach and educational services on issues of public concern including providing consumer tips and advice, issuing press releases warning the public of consumer scams or frauds and making presentations to consumer and civic groups.

Anyone with a consumer concern, or with a desire to obtain more information on consumer laws, is invited to call the Attorney General's Consumer Protection Unit at:

1-800-220-5424

Outside Delaware

302-577-8600



or visit our website: www.state.de.us/attgen/

FREQUENTLY ASKED QUESTIONS

What is a Volunteer Consumer Advocate?

A Volunteer Consumer Advocate acts as an intake worker in the Fraud Division of the Department of Justice. Volunteers provide essential services to Delaware consumers who are victims of fraud.

What kinds of things are Volunteers asked to do?

Volunteers may be asked to do many different tasks that will help achieve the goals of this program. These tasks include speaking to victims on the phone or in person; gathering information about the victim's complaint; organizing, retrieving and entering data; making referrals to community and government programs that provide services the victim needs; requesting supplemental information to better assist the victim; working with special investigators and Deputy Attorneys General on consumer cases.

What special responsibilities are undertaken when an individual agrees to serve as a volunteer?

The most important responsibility is to respect the confidentiality of the information learned as a Volunteer. The victims may share information that they would not want others to know. Volunteers should respect the victim's confidence. Volunteers will also be expected to use the information they learn to help others, to staff the office at their appointed times and to be courteous to citizen complainants.

What time commitment is required of Volunteers?

The Office of the Attorney General is open from 8:30am to 5pm, Monday through Friday. Volunteers will be expected to work at least 7 hours per week, preferably at least one full day per week. The division is willing to try to accommodate individual schedules. Evening and weekend hours presently are not available.

TRAINING TOPICS

To better serve victims of consumer fraud, the Volunteers are trained in a variety of subjects. Among those are:

- Communication & listening skills
- Resources for victims of fraud
- Court and legal procedures
- Auto Repair Fraud
- Charity Fraud
- Contractor Fraud
- Credit and Debit Card Receipts
- Home Solicitation Sales
- Identity Theft
- Landlord / Tenant Law
- Lemon Law
- Manufactured Home Law
- Predatory Lending
- Telemarketing Fraud
- Health Spa Registration

★★★★★★